

## ABSTRACT OF THE DISCLOSURE

A system and method for managing technical services within a mobile vehicle communications system. The method describes receiving a request for technical services from a telematics device, determining a technical service action based on the received request for technical services, and providing a technical service to the telematics device responsive to the technical service action determination. A computer readable medium is described that includes computer readable code for controlling a communication interface implemented to receive a request for technical services from a telematics device, computer readable code for determining a technical service action based on the received request for technical services, and computer readable code for providing a technical service to the telematics device responsive to the technical service action determination.